



Department of Employment Services DOES (CF)

MISSION

The Department of Employment Services (DOES) fosters and promotes the welfare of job seekers and wage earners by improving their working conditions, advancing opportunities for employment, helping employers find workers, and tracking changes in employment and other national economic measurements impacting the District of Columbia.

SUMMARY OF SERVICES

The Department of Employment Services provides residents with job and life-skills training through its Workforce Development Program made possible through a combination of federal and local funds. In addition, the District of Columbia employs thousands of District youth through DOES' Summer Youth Program (SYEP) DOES also delivers employment-related services for unemployed or underemployed persons, such as worker protection and dispute resolution for workers and employers. These services are provided through the Offices of Unemployment Insurance, Workers' Compensation, Safety and Health, and Wage-Hour.

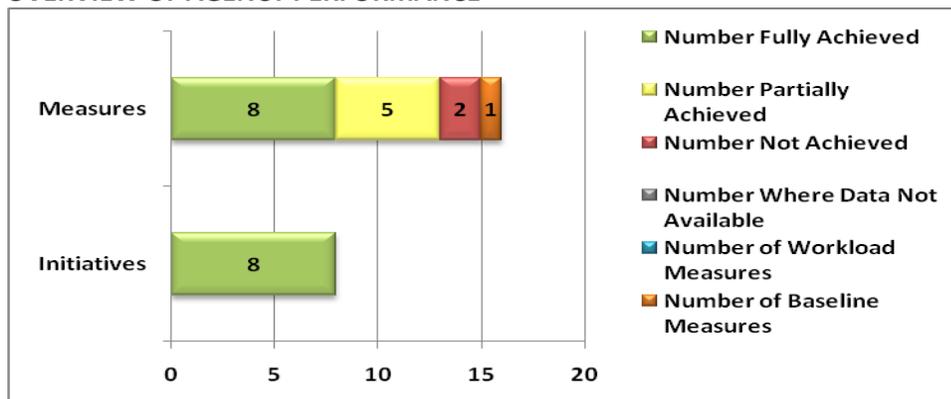
AGENCY OBJECTIVES

1. Foster the development of a prepared workforce by increased and focused provision of comprehensive workforce development services and offering access to user-friendly business, labor market, and training information.
2. Reduce wait time and increase timeliness and accuracy of unemployment compensation benefits and services to unemployment insurance claimants.
3. Provide a more efficient, effective, and improved system to prevent workers from being exposed to unsafe working environments (Occupational, Safety and Health program) and from falling beneath an unacceptable income level at times of unemployment due to injury/illness (Workers' Compensation Program).

ACCOMPLISHMENTS

- ✓ Implemented a \$1 million training partnership with Goodwill Industries and the Green Builders Council to provide training to 300 participants and job placement in green construction jobs.
- ✓ Implemented an efficient and expanded FY 2009 Summer Youth Employment Program (SYEP).
- ✓ During a period of unprecedented unemployment, DOES provided enhanced unemployment insurance benefits to thousands of the District's unemployed residents and swiftly implemented four new federally mandated extended benefits programs in the District.

OVERVIEW OF AGENCY PERFORMANCE





Performance Initiatives – Assessment Details

Performance Assessment Key:

 Fully achieved  Partially achieved  Not achieved  Data not reported

OBJECTIVE 1: FOSTER THE DEVELOPMENT OF A PREPARED WORKFORCE BY INCREASED AND FOCUSED PROVISION OF COMPREHENSIVE WORKFORCE DEVELOPMENT SERVICES AND OFFERING ACCESS TO USER-FRIENDLY BUSINESS, LABOR MARKET, AND TRAINING INFORMATION.

INITIATIVE 1.1: Increase employment of District residents residing in areas with high unemployment and/or poverty levels who suffer from multiple employment barriers.

The department fully achieved its goal of sustaining the Transitional Employment Program (TEP) services in FY 2009. TEP extended its contracts with five community-based organizations as well as its Memorandum of Understanding (MOU) with the DC Housing Authority (DCHA), which continued to replicate the TEP program model and serve individuals on the TEP waiting list. The five contractors and DCHA served an additional 211 hard-to-serve District residents in FY 2009 and continued to assist the 523 residents served in FY 2008; 201 residents served through the contractors/DCHA transitioned into unsubsidized employment. The majority of the individuals served through the contractors were ex-offenders. TEP increased its partnerships with providers of supportive and wrap-around services; continued the drug testing requirement implemented in FY 2008; expanded its services to District residents through three new initiatives: the placement of a staff member at the DC Superior Court; entered into a MOU with the DC Office of the Attorney General, Child Support Services Division (CSSD), placing a full-time staff member at CSSD; and worked with the DC Department of Corrections to implement the Mayor's initiative for the DC Jail Employment Readiness Center (ERC). The wait list remains lengthy; an analysis of the concepts underlying the TEP wait list have been undertaken with a redesign goal focused on "fully eligible" participants, a secondary One-Stop Career System integration process, and a referral component for partially eligible participants. This redesign, once fully developed and implemented, will assist in continuing to improve service to District residents that face multiple barriers to employment.

INITIATIVE 1.2: Integrate youth development and pre-apprenticeship opportunities into District programs.

During FY 2009, the Office of Apprenticeship Information and Training (OAIT) coordinated eight pre-apprenticeship training initiatives in partnerships with current apprenticeship sponsors. The coordination efforts resulted in the enrollment of 162 District of Columbia residents. The total enrollment of residents in pre-apprenticeship training included 46 District youth. The Offices of Apprenticeship and Youth Programs coordinated the recruitment and enrollment of the youth. No additional dollars were utilized in this effort. However, the Office of Apprenticeship made efforts to coordinate pre-apprenticeship training in partnership with the Department of Youth Rehabilitation Services (DYRS) for 24 disadvantaged youth through a Memorandum of Understanding (MOU), in which the available \$250,000.00 would be utilized.



If federal stimulus funds can be approved for this purpose in FY 2010, the Office of Apprenticeship will continue to pursue this partnership with DYRS. In FY 2009, the budget for the Apprenticeship Office was approximately \$1.2 million in locally appropriated funds. (In FY 2008, the budget was \$1.1 million).

INITIATIVE 1.3: Increase employment of District residents from targeted neighborhoods and applicable Wards through a multi-pronged approach.

The Department remains a ready participant in the Mayor's Focused Improvement Area (FIA) Initiative team. As part of its multi-pronged approach to meeting employment needs in high crime communities, DOES staff members attended FIA planning meetings and neighborhood walk-throughs, as they were called. Individuals encountered during the FIA walk-throughs, who requested assistance, were contacted by DOES for follow up services. In addition, the agency, through its Transitional Employment Program, successfully collaborated with law enforcement and judicial agencies (Office of the Attorney General, DC Jail, Court Services and Offender Supervision Agency) to provide services to hard-to-serve and ex-offender District residents. TEP expanded its services to District residents through three new initiatives in FY09. First, the department placed a staff member at the DC Superior Court in order to provide employment placement services to residents engaged with the judicial system; this staff member assesses customers, makes employment referrals, and acts as a liaison to more comprehensive agency and District services. Second, the agency entered into a MOU with the DC Office of the Attorney General, Child Support Services Division (CSSD), placing a full-time staff member at CSSD in order to assist non-custodial parents to obtain employment and fulfill their support obligations. Finally, TEP has worked with the DC Department of Corrections to implement the Mayor's initiative for the DC Jail Employment Readiness Center (ERC), in which inmates participate in a five-week life-skills and employability workshop pre-release. Post-release, TEP case managers work with ERC participants to obtain employment and provide supportive services in order to contribute to public safety and a reduction in recidivism. TEP also continued to work closely with the Court Services and Offender Supervision Agency (CSOSA) by providing monthly reports on the participation of CSOSA customers.

INITIATIVE 1.4: Expand the First Source program to incorporate new "Office of First Source Compliance," and to achieve greater efficiencies in program operations through automation and monitoring activities.

In FY 2008, the program received approval and funding for additional staff (FTEs). In accordance with the enacting legislation, the Department organized an Office of Compliance Working Group, comprised of employers and business leaders to assist in enhancing first source monitoring. Based on guidance from the Office of the City Administrator, DOES was instructed not to use those funds to hire new staff. To ensure that District residents are given priority for new jobs created by municipal financing and development programs, DOES focused instead on developing a system that creates partnerships with employers at the front-end of their projects to ensure DOES can assist in their employee training and hiring needs rather than penalize employers at the end of their projects for not meeting the 51% First Source requirements. This approach works to make sure DOES holds employers to their responsibilities under the law while meeting the program goals of maximizing employment opportunities for DC residents. In FY09, DOES developed and installed an enhanced automated system to better accomplish registry, tracking, and reporting requirements. This automated system allows employers to submit monthly First Source compliance reports on-line and will be piloted with First Source employers in FY10.



INITIATIVE 1.5: Incorporate the recommendations of the *Findings of An Internal Investigation Regarding The District's 2008 Summer Youth Program (SYP)*.

The agency overhauled the 2009 Summer Youth Employment Program (SYEP) in the wake of the troubles experienced with the 2008 SYEP. Working with partners throughout the District government, particularly the Office of the Mayor and the Office of the City Administrator, DOES successfully ran the largest of its kind in the nation summer youth employment program to provide jobs to nearly 21,000 youth over 9.2 weeks. DOES produced a significantly more efficient and effective SYEP during FY 2009. Nearly 21,000 District youth ages 14-21 participated in work-readiness activities and were assigned jobs one month before the program began. DOES implemented each of the internal controls outlined in the City Administrator's Internal Investigation of SYEP 2008, which served as the blueprint for SYEP 2009. The major changes include instituting a registration deadline, implementing an electronic participant eligibility certification process at DC public sites throughout the city, implementing an electronic time-and-attendance system, and expanding the variety of work experiences for youth, including the Mayor's Conservation Corps, tripling the private sector placements, and even job placements in the White House.

OBJECTIVE 2: REDUCE WAIT TIME AND INCREASE TIMELINESS AND ACCURACY OF UNEMPLOYMENT COMPENSATION BENEFITS AND SERVICES TO UNEMPLOYMENT INSURANCE CLAIMANTS.

INITIATIVE 2.1: Improve the quality of the Office of Compliance and Independent Monitoring (OCIM) Benefits Accuracy Measurements (BAM) Unit reviews.

During FY 2009, the Office of Compliance and Independent Monitoring (OCIM) Benefits Accuracy Measurements (BAM) Unit exceeded the federal standards of 70% established for quality case review within 60 days and 95% within 90 days. The Unit achieved this success by reviewing 367 paid cases of which 97.82% occurred within 60 days and 100% within 90 days. Additionally, 467 denied cases were reviewed of which 100% were reviewed within 60 days, which also exceeded the federal standard. As a result, 11 cases were determined to be improper resulting in either overpayments or underpayments for the claimant. The Unit continues to work diligently to timely assess randomly selected decisions of unemployment Claims Examiners for accuracy, identification of common recurring errors, and conformity with local laws and regulations. The Unit is critical to the quality controls of the agency for ensuring monetary determinations are correct and in according to prevailing laws, and benefit payments are the appropriate amount.

INITIATIVE 2.2: Continue upgrades to the Unemployment Insurance (UI) system to enhance access by District of Columbia employers.

This multi-year DOES plan to implement a web-based employer Unemployment Insurance (UI) registration remains in the server accommodation phase. When fully implemented, the system will also allow employers the option of submitting quarterly tax and payroll reports and to make tax payments via the Internet. The system will improve the ability of employers to conduct business in the city.

INITIATIVE 2.3: Increase claimants' ability to acquire access to benefit payments.

The Office of Unemployment Compensation is in the process of creating a system to implement the payment of benefits via debit cards. Several key components of the implementation are yet to be finalized with an approved financial institution. Once fully



implemented, this new system will allow the unemployed increased access to benefit payments and reduce the incentive to seek payments at fee-charging sites.

OBJECTIVE 3: PROVIDE A MORE EFFICIENT, EFFECTIVE, AND IMPROVED SYSTEM TO PREVENT WORKERS FROM BEING EXPOSED TO UNSAFE WORKING ENVIRONMENTS (OCCUPATIONAL, SAFETY AND HEALTH PROGRAM) AND FROM FALLING BENEATH AN UNACCEPTABLE INCOME LEVEL AT TIMES OF UNEMPLOYMENT DUE TO INJURY/ILLNESS (WORKERS' COMPENSATION PROGRAM).

INITIATIVE 3.1: Implementation of D.C. Act 17-324 Accrued Sick and Safe Leave Act of 2008.

The Office of Wage-Hour (OWH) is enforcing the Accrued Sick and Safe Leave Act (ASSLA), and notification of the requirements of the ASSLA was included on a mass mailing of the Minimum Wage Poster to employers of the District of Columbia. The Office of the General Counsel, the DOES Legislative Specialist, and the Office of Wage-Hour worked collaboratively and presented to the Council regulations for the Accrued Sick and Safe Leave Act. Due to a subsequent technical amendment to the Act, revised and re-promulgated rules consistent with the amendment were required and this along with non-action by the Council on the rules that had been presented has resulted in the necessity to revise/rewrite the regulations. The Act is in effect and is being enforced.

INITIATIVE 3.2: Ensure OSH staff is trained to assist in city emergencies.

In FY09, OSH provided information and training to private sector employers on developing and implementing emergency action plans as part of its regular mission. Additionally, to ensure OSH staff are trained to assist in city emergencies, OSH regularly advises the District of Columbia Homeland Security and Emergency Management Agency (HSEMA) of OSH capacity to support incident safety officers for drills and emergencies; to serve on the DC Local Emergency Planning Committee (LEPC), and to provide training to private sector employees working at emergency sites (such as contractors doing debris removal). In order to facilitate cooperation between OSH and HSEMA and DC Fire and Emergency Medical Services (FEMS), OSH participates in USDOL monthly emergency planning committee phone conferences. Finally, OSH attended several meetings coordinated by the HSEMA and Army Corps of Engineers Spring Valley hazardous material removal site to provide information on employee protection. This measure was partially achieved due to the following:

- Difficulty accessing the Federal Emergency Management Administration (FEMA) on-line web based training site. While the DOES Occupational Safety & Health (OSH) staff has had limited Incident Command System (ICS) training (i.e., system used for large-scale crisis like Katrina), they are not currently certified.
- Homeland Security/Emergency Management Agency (HSEMA) did not hold any Local Emergency Planning Commission (LEPC) meetings during FY 2008/2009.
- OSH was not contacted to participate in any drills, in spite of making our availability known.
- HSEMA has not finalized the "worker protection" annex of the District Response Plan (DRP) and was unable to provide a list of contactors.

INITIATIVE 3.3: Reduction of Workers Compensation backlog appeals cases.

The Compensation Review Board (CRB) did not achieve the target to issue 70% of its written reviews (final dispositions) within 45 working days from the filing of the Applications for Review. The inability to meet this goal is attributable to the fact that, during FY 2009, the CRB had three judgeship vacancies that were temporarily filled by administrative law judges (ALJs) from the Administrative Hearing Division (AHD) on a rotational basis pursuant to interim appointments. Because permanent appointments to the CRB are required by law to be made

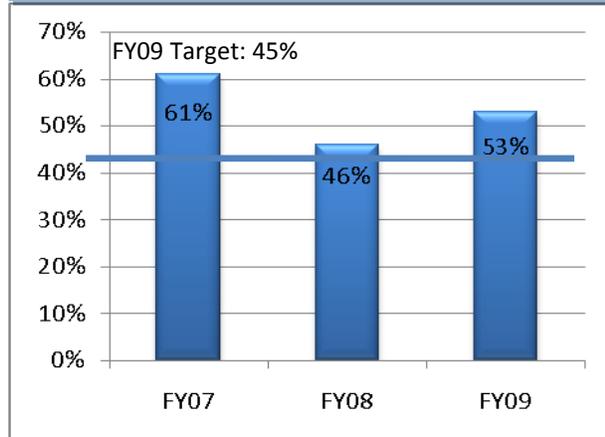


from the pool of AHD judges, the agency made the decision to use the interim appointments as a vehicle for assessing the qualifications of AHD judges to preside permanently at the CRB. While this credibly served the purpose of assessing the interim appointees' qualifications for permanent appointment, it inevitably fell short of assuring that the CRB met its key performance target. To achieve this goal consistently, it will be necessary to amend the appointment legislation so that DOES can more quickly fill vacancies on this panel to keep up with backlog of cases.



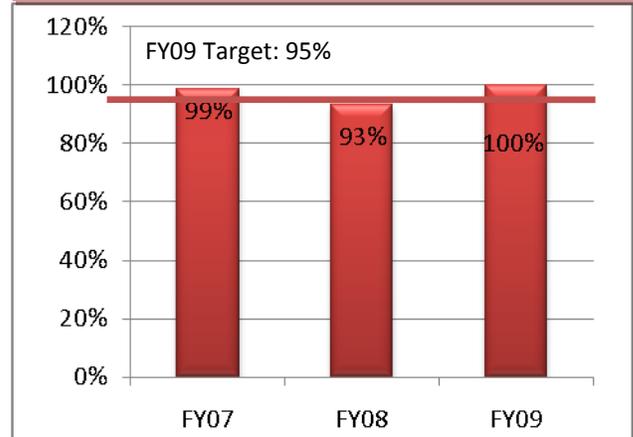
Key Performance Indicators – Highlights

From Objective 1: Percent of Summer Youth Employment participants referred to employment



FULLY ACHIEVED

From Objective 1: % of Transitional Employment Program participants who enroll in subsidized employment transitioning to unsubsidized employment



FULLY ACHIEVED

More About These Indicators:

How did the agency's actions affect this indicator?

- The agency overhauled the 2009 Summer Youth Employment Program (SYEP)
- With many partners, DOES successfully ran a summer youth jobs program, the largest of its kind in the nation (~21,000 youth and 9.2 week).
- Nearly 21,000 District youth ages 14-21 participated in work-readiness activities and were assigned jobs a month before the program.
- DOES implemented all internal controls outlined in the City Administrator's Internal Investigation of SYEP 2008, such as a registration deadline, electronic time-and-attendance system, and an expanded variety of youth work experiences.

What external factors influenced this indicator?

- Large FY09 Summer Youth online registration figures coupled with budgetary concerns forced DOES to impose a May 1, 2009 deadline to enroll in the program. Thus, the agency could only guarantee referrals to pre-May registrants.

How did the agency's actions affect this indicator?

- In FY 2009, DOES continued the services established in FY 2008 and by focusing its efforts toward the reduction of the wait list for the Transitional Employment Program (TEP).
- TEP is an essential component of the Mayor's Focused Improvement Area (FIA) Initiative.
- TEP expanded its FIA services to District residents by placing persons in DC Superior Court; DC Office of the Attorney General, and Child Support Services Division (CSSD),
- Worked with the DC Department of Corrections to implement the DC Jail Employment Readiness Center (ERC).

What external factors influenced this indicator?

- The TEP wait list remains lengthy; an analysis is underway with a redesign goal focused on "fully eligible" participants, a One-Stop Career System integration process, and a referral process for partially eligible participants. This will allow TEP to better serve District residents who face multiple barriers to employment. .



Key Performance Indicators – Details

Performance Assessment Key:

● Fully achieved
 ● Partially achieved
 ● Not achieved
 ● Data not reported

	Measure Name	FY08 YE Actual	FY09 YE Target	FY09 YE Revised Target ¹	FY09 YE Actual	FY09 YE Rating	Budget Program
●	1.1 District of Columbia unemployment rate [Not Seasonally Adjusted]	6.3	6.5		9.87%	65.85%	WORKFORCE DEVELOPMENT
●	1.2 The job growth per year in the District of Columbia	0.7	0.85		0.65%	76.61%	WORKFORCE DEVELOPMENT
●	1.3 % of senior service slot enrollees placed in unsubsidized jobs	37.9	37		33.47%	90.47%	WORKFORCE DEVELOPMENT
●	1.4 % of training providers furnished technical assistance through formal instruction	86.4	92		90.54%	98.42%	WORKFORCE DEVELOPMENT
●	1.5 % of District residents enrolled in pre-apprenticeship programs transitioning to unsubsidized employment	44	50		59.26%	118.52 %	WORKFORCE DEVELOPMENT
●	1.6 % of TEP participants who enroll in subsidized employment transitioning to unsubsidized employment	46	45		53.34%	118.54 %	WORKFORCE DEVELOPMENT
●	1.7 % of unemployed adult customers placed in full-time unsubsidized employment	70.5	74	54	55.09%	102.01 %	WORKFORCE DEVELOPMENT
●	1.8 % of Summer Youth Program participants paid within 24 hours of pay day	N/A	N/A		94.3%	N/A ²	WORKFORCE DEVELOPMENT
●	1.9 % of Summer Youth Program participants	93	95		100%	105.26 %	WORKFORCE DEVELOPMENT

¹ Agencies have been permitted to change their targets as long as 1) the original targets are published in the PAR, as they are here, and 2) a strong justification was presented for the change.

² No rating was expected for KPI 1.8 in FY09, as this was a benchmark year for this measure. For FY10 planning, KPI 1.8 has been appropriately revised.



	referred to employment						
● 2.1	% of all first unemployment insurance payments made within 14 days of the first compensable week-ending date	91	93	87	70.73%	81.30%	UNEMPLOYMENT INSURANCE
● 3.1	% of back wages collected from employers on valid complaints	97	95		99.33%	104.56%	LABOR STANDARDS
● 3.2	% of initial consultation visits in high-hazard establishments	98	95		91.88%	96.71%	LABOR STANDARDS
● 3.3	% of informal conference decisions issued within 20 working days from the date of the conference	81.4	85		90.92%	106.96%	LABOR STANDARDS
● 3.4	% of lump sum settlements/stipulations processed within 10 working days from the date of receipt	95.7	92		94.79%	103.03%	LABOR STANDARDS
● 3.5	% of applications for formal hearings resolved within 120 working days	79.3	80		83.08%	103.85%	LABOR STANDARDS
● 3.6	% of Compensation Review Board (CRB) written reviews of case decisions issued by the Administration Hearings Div. and/or Office of Workers' Compensation completed within 45 working days of the appeal (Application for Review)	42	70		50%	71.43%	LABOR STANDARDS